

HEAT USER GUIDE



(Last updated 04/24/2006)

<http://www.nd.gov/itd/support/docs/heat-user-guide.pdf>

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Documentation Guidelines

For Call Descriptions, Journal Entries, and Close Descriptions

Everyone using the Incident Management system shall follow the same documentation guidelines. Call Descriptions, Journal Entries, and Close Descriptions need to be returned to our customers consistently in order to provide a polished, professional image.

Avoid typing in ALL CAPS. This sometimes implies yelling and is often seen as offensive.

Use appropriate capitalization and punctuation.

Limit abbreviations (unless common).

Check for spelling errors.

Use descriptive responses. Remember, this information is going back to our customers.

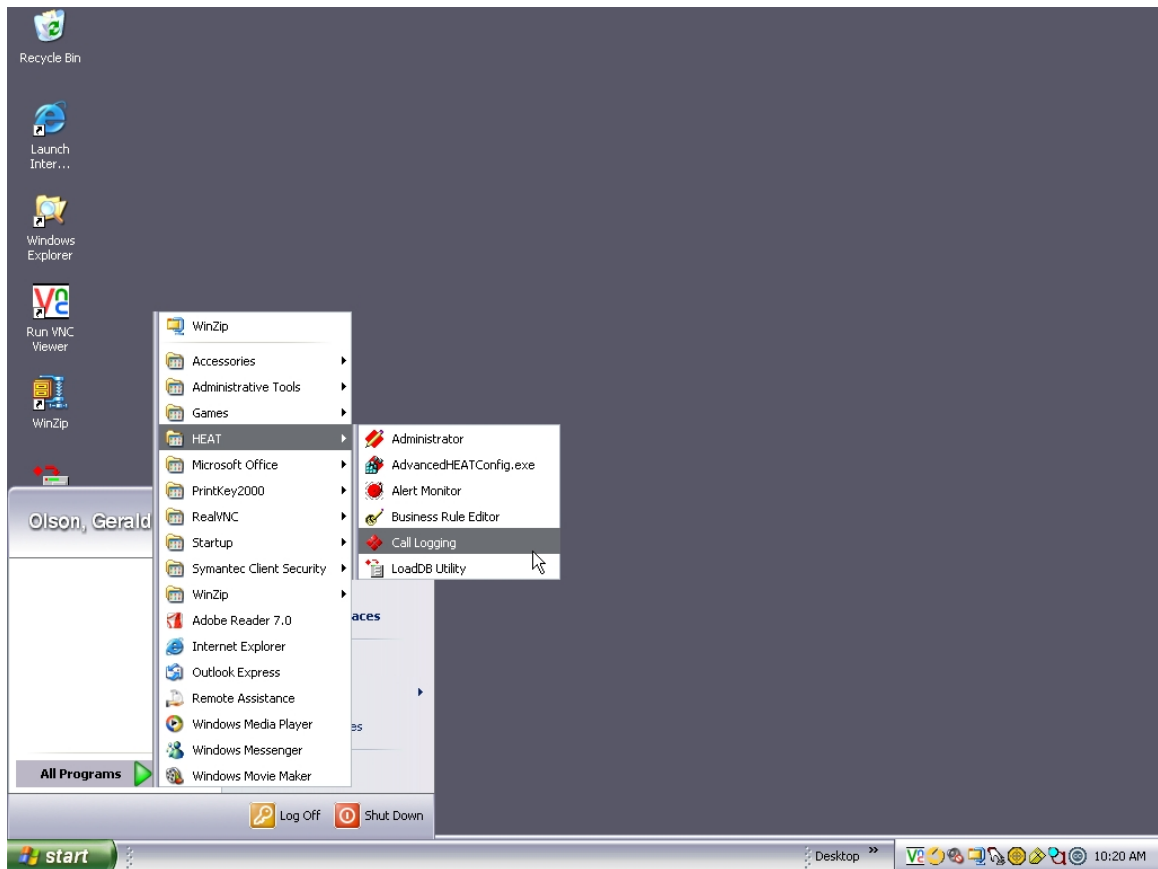
Elaborate on the Resolution Sent to Customer. Do not use shortcuts such as: "Completed", "Fixed", "Closed", "Called User", "Done", etc. Let the customer know what was fixed, and restate key information you may have told them. You do not need to document word for word the steps to resolution. However, include enough information so that someone reading the Incident for the first time could have a reasonable understanding of what occurred.

Keep a positive and concise tone. Write as if you are talking to someone.

Remember your audience. You will need to adjust your style when responding to technical and non-technical customers.

Starting Heat

Click on Start
Click on All Programs
Click on Heat
Click on Call Logging

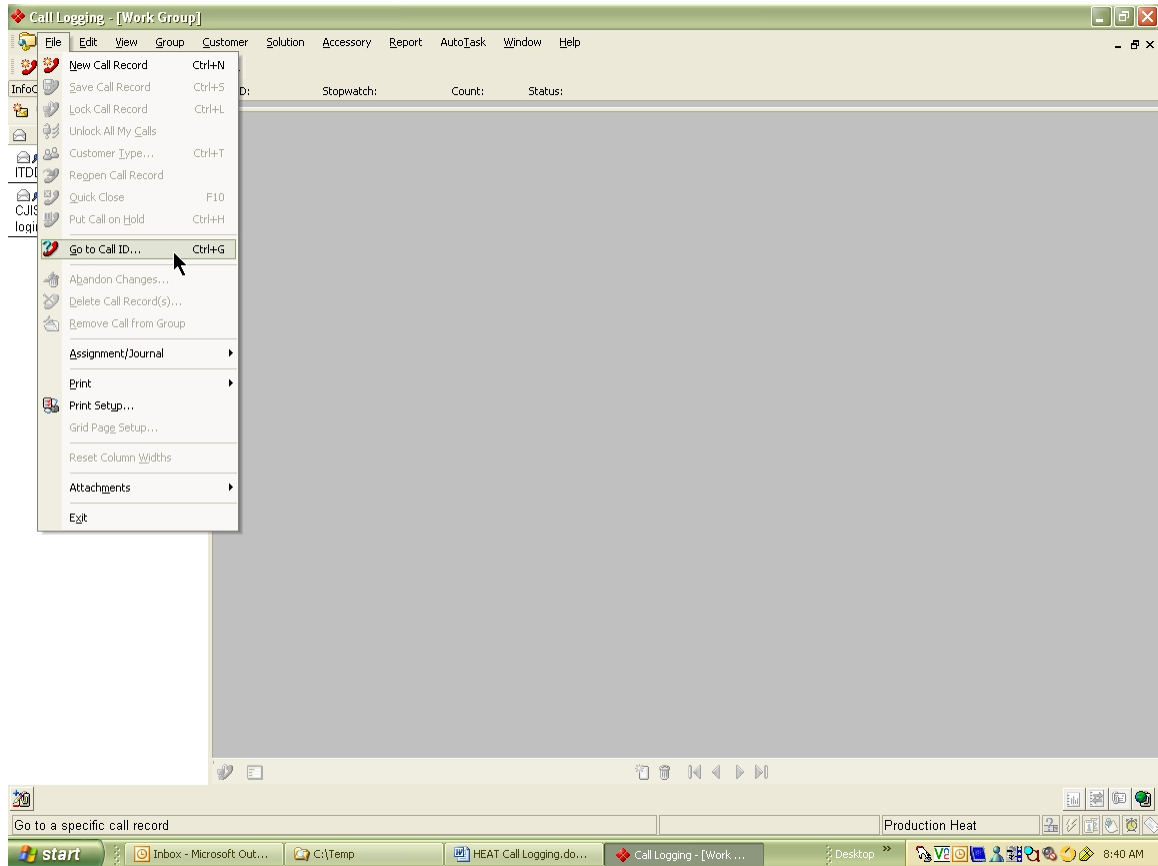


Find your Heat ticket

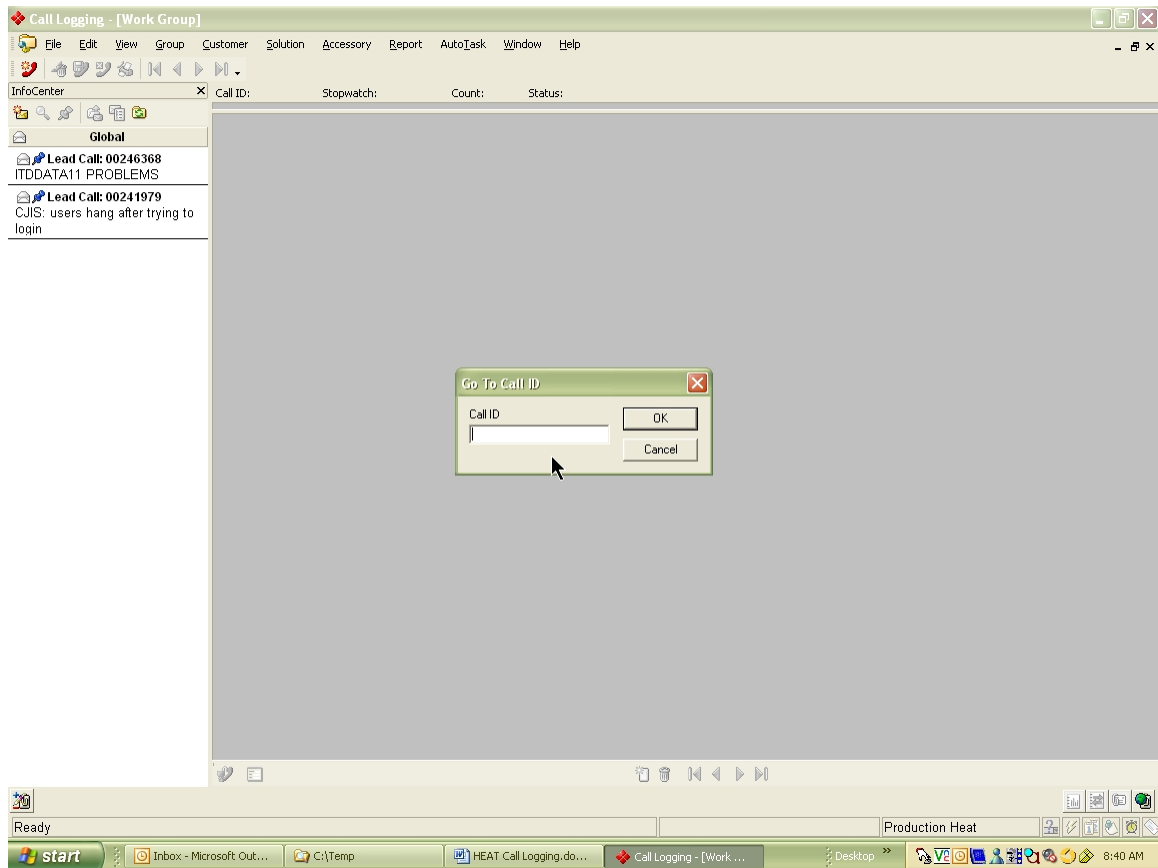
If you received an email that a ticket has been assigned to you, you will need to acknowledge that ticket by doing the following:

Click on File

Click on 'Go to Call ID'



Enter the Call ID from your email, then click OK.



Acknowledge an assignment

To Acknowledge a ticket assigned to you or your team.

Click on the Assignment tab on the bottom of the screen. If the green arrows on the lower task bar are active then you need to go to the last assignment record.

The screenshot displays the 'Call Logging - [Work Group - 1 of 1]' application window. The interface includes a menu bar (File, Edit, View, Group, Customer, Solution, Accessory, Report, AutoTask, Window, Help) and a toolbar with navigation icons. The main window is divided into several sections:

- InfoCenter:** Located on the left, it shows 'Global' information and two lead calls: 'Lead Call: 00246368 ITDDATA11 PROBLEMS' and 'Lead Call: 00241979 CUIS: users hang after trying to login'.
- Customer Information:** A form with fields for Cust ID # (701), 328-2922, F/L Name (Gerald Olson), Location (Ground Floor J-WING), City (BISMARCK), State (ND), Department (ITD SUPPORT CENTER), Dept. # (1120), Division, and E-mail (golson@state.nd.us).
- Other Contact Info:** A form with fields for Name, Phone, Location, and E-mail.
- Assignment:** A section with fields for Assignee (Support Center), Group (Support Center), Phone (701) 328-4470, Cell Phone, Pager, E-mail (itdhelp@state.nd.us), and a 'View Assignments' button.
- Assignment Status:** A section with fields for Assigned by (got2), Date (10/11/2005), Time (08:42:12am), Acknowledged by (AutoFill), and Resolved by (AutoFill).

The bottom of the window features a task bar with icons for Call Log, Detail (0), Assignment (1), and Journal (0). The Windows taskbar at the very bottom shows the Start button, open applications (Inbox - Microsoft Out..., C:\Temp, HEAT Call Logging.do..., Call Logging - [Work ...]), and the system clock (8:42 AM).

Click on the Acknowledged by: autofill button to acknowledge the assignment.

Call Logging - [Work Group - 1 of 1]

File Edit View Group Customer Solution Accessory Report AutoTask Window Help

InfoCenter

Global

Lead Call: 00246368
ITDDATA11 PROBLEMS

Lead Call: 00241979
CJIS: users hang after trying to login

Call ID: 00247532 Stopwatch: 0:00:36 Count: 1 Status: Open

Cust ID # 701 328-2922

F/L Name Gerald Olson

Location Ground Floor J-WING

City BISMARCK State ND

Department ITD SUPPORT CENTER Dept. # 1120

Division

E-mail golson@state.nd.us

Other Contact Info

Name

Phone () - Ext

Location

E-mail

ITD
Information Technology
Department

Assignment

Assignee: Support Center

Group: Support Center

Phone: (701) 328-4470 Cell Phone: Pager:

E-mail: itdhelp@state.nd.us

Assignment Status

Use the AutoFill button to acknowledge or resolve.

Assigned by: go12 Date: 10/11/2005 Time: 08:42:12am

Acknowledged by: AutoFill

Resolved by: AutoFill

Acknowledge Only

Production Heat

start

Inbox - Microsoft Out... C:\Temp HEAT Call Logging.do... Call Logging - [Work ... Desktop

8:43 AM

Reassign a ticket to yourself

Click on the Resolved by: autofill button to resolve the last assignment.

The screenshot displays the 'Call Logging - [Work Group - 1 of 1]' application window. The interface includes a menu bar (File, Edit, View, Group, Customer, Solution, Accessory, Report, AutoTask, Window, Help) and a toolbar. A status bar at the top shows 'Call ID: 00247532', 'Stopwatch: 0:00:36', 'Count: 1', and 'Status: Open'.

On the left, an 'InfoCenter' pane contains a 'Global' section with two lead call entries: 'Lead Call: 00246368 ITDDATA11 PROBLEMS' and 'Lead Call: 00241979 CUIS: users hang after trying to login'.

The main form is divided into several sections:

- Customer Information:** Cust ID # 701, 328-2922. F/L Name: Gerald Olson. Location: Ground Floor J-WING. City: BISMARCK, State: ND. Department: ITD SUPPORT CENTER, Dept. #: 1120. Division: (empty). E-mail: golson@state.nd.us.
- Other Contact Info:** Name, Phone, Location, E-mail (all empty).
- Assignment:** Assignee: Support Center (selected). Group: Support Center. Phone: (701) 328-4470. Cell Phone, Pager, and E-mail (itdhelp@state.nd.us) are also present.
- Assignment Status:** A table showing assignment history.

Use the AutoFill button to acknowledge or resolve.		
Assigned by:	Date:	Time:
go12	10/11/2005	08:42:12am
Acknowledged by:		
go12	10/11/2005	08:45:44am
Resolved by:		

The 'Resolved by:' row in the 'Assignment Status' table has an 'AutoFill' button next to it, which is the target for the instruction. The bottom of the window shows a taskbar with the Windows start button, open applications (Inbox - Microsoft Out..., C:\Temp, HEAT Call Logging.do..., Call Logging - [Work ...]), and a system clock showing 8:45 AM.

Right click the mouse anywhere within the assignment portion of the screen and then click on New Assignment.

The screenshot displays the 'Call Logging - [Work Group - 1 of 1]' application window. The interface includes a menu bar (File, Edit, View, Group, Customer, Solution, Accessory, Report, AutoTask, Window, Help), a toolbar, and an 'InfoCenter' pane on the left. The main area is divided into several sections: 'Customer Info' (Cust ID # 701, F/L Name Gerald Olson, Location Ground Floor J-WING, City BISMARCK, State ND, Department ITD SUPPORT CENTER, Division, E-mail golson@state.nd.us), 'Other Contact Info' (Name, Phone, Location, E-mail), and 'Assignment' (Assignee: Support Center, Group: Support Center, Phone: (701) 328-4470, Cell Phone, Pager, E-mail: itdhelp@state.nd.us). The 'Assignment Status' section shows a table of assignment history with columns for Assigned by, Date, and Time. A right-click context menu is open over the 'Assignment' section, listing options: New Assignment, Acknowledge, Resolve, Abandon Changes?, Delete Assignment..., and Reorder Assignments... The taskbar at the bottom shows the Windows Start button, open applications (Inbox - Microsoft Out..., C:\Temp, HEAT Call Logging.do..., Call Logging - [Work ...]), and the system clock (8:46 AM).

Call Logging - [Work Group - 1 of 1]

File Edit View Group Customer Solution Accessory Report AutoTask Window Help

InfoCenter

Global

Lead Call: 00246368
ITDDATA11 PROBLEMS

Lead Call: 00241979
CJIS: users hang after trying to login

Call ID: 00247532 Stopwatch: 0:00:36 Count: 1 Status: Open

Cust ID # 701 328-2922

F/L Name Gerald Olson

Location Ground Floor J-WING

City BISMARCK State ND

Department ITD SUPPORT CENTER Dept. # 1120

Division

E-mail golson@state.nd.us

Other Contact Info

Name

Phone Ext

Location

E-mail

ITD
Information Technology
Department

Assignment

Assignee: Support Center

Group: Support Center

Phone: (701) 328-4470 Cell Phone: Pager:

E-mail: itdhelp@state.nd.us

Assignment Status

Use the AutoFill button to acknowledge or resolve.

Assigned by: go12 Date: 10/11/2005 Time: 08:42:12am

Acknowledged by: go12 Date: 10/11/2005 Time: 08:45:44am

Resolved by: go12 Date: 10/11/2005 Time: 08:46:28am

New Assignment
Acknowledge
Resolve
Abandon Changes?
Delete Assignment...
Reorder Assignments...

Create new record

Production Heat

start

Inbox - Microsoft Out... C:\Temp HEAT Call Logging.do... Call Logging - [Work ... Desktop

8:46 AM

Type your name in the Assignee field and press the tab key.
Click on the Acknowledged by: autofill button to acknowledge the assignment.

The screenshot displays the 'Call Logging - [Work Group - 1 of 1]' application window. The interface includes a menu bar (File, Edit, View, Group, Customer, Solution, Accessory, Report, AutoTask, Window, Help) and a toolbar with various icons. A left-hand pane shows a tree view with 'Global' and two lead call entries: 'Lead Call: 00246368 ITDDATA11 PROBLEMS' and 'Lead Call: 00241979 CJIS: users hang after trying to login'. The main area is divided into several sections:

- Call Information:** Call ID: 00247532, Stopwatch: 0:00:42, Count: 1, Status: Open.
- Customer Information:** Cust ID # 701, 328-2922; F/L Name: Gerald Olson; Location: Ground Floor J-WING; City: BISMARCK, State: ND; Department: ITD SUPPORT CENTER, Dept. #: 1120; Division: ; E-mail: golson@state.nd.us.
- Other Contact Info:** Fields for Name, Phone (with Ext. field), Location, and E-mail.
- Assignment:** Assignee: Gerald Olson (selected from a dropdown); Group: Support Center; Phone: (701) 328-2922; Cell Phone: ; Pager: ; E-mail: golson@state.nd.us.
- Assignment Status:** A section with the instruction 'Use the AutoFill button to acknowledge or resolve.' It contains fields for Assigned by (gol2), Date (10/11/2005), Time (08:47:02am), Acknowledged by (with an 'AutoFill' button), and Resolved by (with an 'AutoFill' button).

The bottom of the window shows a taskbar with the Windows Start button, several open applications (Inbox - Microsoft Out..., C:\Temp, HEAT Call Logging.do..., Call Logging - [Work ...]), and a system tray with icons for volume, network, and clock (8:47 AM).

Reassign a Heat ticket to another group

Click on the Assignment tab on the bottom of the screen. If the green arrows on the lower task bar are active then you need to go to the last assignment record.

If the last Assignment record has not been acknowledged, click on the Acknowledged by: autofill button. Click on the Resolved by: autofill button.

Right click the mouse anywhere within the assignment portion of the screen and then click on New Assignment.

You now need to determine which team the ticket needs to be assigned to. I.e. (Calls assigned to Development that need to be reassigned to someone on the Support Center team should be reassigned to Support Center. Enter the group name in the Assignee field and press the tab key. You can also click on the down arrow key and select the group you want.

The screenshot displays the 'Call Logging' application window. The title bar reads 'Call Logging - [CallLog_CallStatus/open% - 186 of 187]'. The menu bar includes File, Edit, View, Group, Customer, Solution, Accessory, Report, AutoTask, Window, and Help. The status bar at the top shows 'Call ID: 00247532', 'Stopwatch: 0:02:49', 'Count: 1', and 'Status: Open'.

On the left, the 'InfoCenter' pane shows a 'Global' section with two lead calls: 'Lead Call: 00246368 ITDDATA11 PROBLEMS' and 'Lead Call: 00241979 CUIS: users hang after trying to login'.

The main window is divided into several sections:

- Customer Information:** Cust ID # 701, 328-2922. F/L Name: Gerald Olson. Location: Ground Floor J-WING. City: BISMARCK, State: ND. Department: ITD SUPPORT CENTER, Dept. #: 1120. Division: (empty). E-mail: golson@state.nd.us.
- Other Contact Info:** Name, Phone, Ext, Location, E-mail fields.
- Assignment:** Assignee: Support Center (selected). Group: Support Center. Phone: (701) 328-4470. Cell Phone: (empty). Pager: (empty). E-mail: itdhelp@state.nd.us.
- Assignment Status:** A sub-section with the instruction 'Use the AutoFill button to acknowledge or resolve.' It contains fields for Assigned by (gs12), Date (10/11/2005), Time (08:49:39am), Acknowledged by (AutoFill button), and Resolved by (AutoFill button).

The bottom of the window shows a task bar with icons for Call Log, Detail (0), Assignment (2), Journal (0), and other system icons. The system tray at the very bottom shows the start button, taskbar, and system clock (8:50 AM).

Click on the Save Call Record icon.

Call Logging - [CallLog.CallStatus/open% - 186 of 187]

File Edit View Group Customer Solution Accessory Report AutoTask Window Help

InfoCenter Save Call Record (Ctrl+S)

Global

Lead Call: 00246368
ITDDATA11 PROBLEMS

Lead Call: 00241979
CJIS: users hang after trying to login

Call ID: 00247532 Stopwatch: 0:04:20 Count: 1 Status: Open

Cust ID # 701 328-2922

F/L Name Gerald Olson

Location Ground Floor J-WING

City BISMARCK State ND

Department ITD SUPPORT CENTER Dept. # 1120

Division

E-mail golson@state.nd.us

Other Contact Info

Name

Phone () - Ext

Location

E-mail

ITD
Information Technology
Department

Assignment

Assignee: Support Center

Group: Support Center

Phone: (701) 328-4470 Cell Phone: Pager:

E-mail: itdhelp@state.nd.us

Assignment Status

Use the AutoFill button to acknowledge or resolve.

Assigned by: go12 Date: 10/11/2005 Time: 08:49:39am

Acknowledged by: AutoFill

Resolved by: AutoFill

Call Log Detail (0) Assignment (2) Journal (0)

Save changes to the current call record

Production Heat

start

Inbox - Microsoft Out... C:\Temp HEAT Call Logging.do... Call Logging - [CallLo... Desktop

8:51 AM

Journal Notes

There are four types of Journal Notes:

Notes

Resolved, Close Pending

Technical Notes

Resolution not acceptable

Information entered with a type of 'Notes' or 'Resolved, Close Pending' or 'Resolution not acceptable' will be sent to the Customer.

Information entered with a type of 'Technical Notes' will **NOT** be sent to the Customer.

Responsiveness reporting is assisted by the use of 'Resolved, Close Pending'. The system determines how long it took you to respond back to the customer with a fix to the problem. Using this journal note allows you to record that you have contacted the customer and have a fix for them but you want to leave the incident open for a period time to allow the customer to verify that the problem has been resolved. If no 'Resolved, Close Pending' journal is found then the Close date is used for reporting purposes.

Cust ID # 701 328-4470	Other Contact Info:
F/L Name Support Center ITD	Name
Location GROUND FL J-WING	Phone () - Ext
City Bismarck State ND	Location
Department Information Technology Department Dept # 1120	E-mail
Division	
E-mail itdhelp@state.nd.us	

Journal Type:	Resolved, Close Pending
---------------	-------------------------

Entered by: go12 12/05/2005 08:20:47am

Resolution reporting is assisted by the use of 'Resolved, Close Pending' and 'Resolution not acceptable'. The system determines how long it took you to resolve the incident by the Close date if no 'Resolved, Close Pending' journal is found, if one is found then the system determines the length of time based on the last 'Resolved, Close Pending'. 'Resolution not acceptable' is used when a Customer communicates back that the fix did not work. At that time the journal note would be created and Resolution reporting would be listed as either to the next 'Resolved, Close Pending' or the Close date.

Cust ID # 701 328-4470		Other Contact Info:	
F/L Name	Support Center ITD	Name	
Location	GROUND FL J-WING	Phone	() - Ext
City	Bismarck	State	ND
Department	Information Technology Department	Dept #	1120
Division		Location	
E-mail	itdhelp@state.nd.us	E-mail	

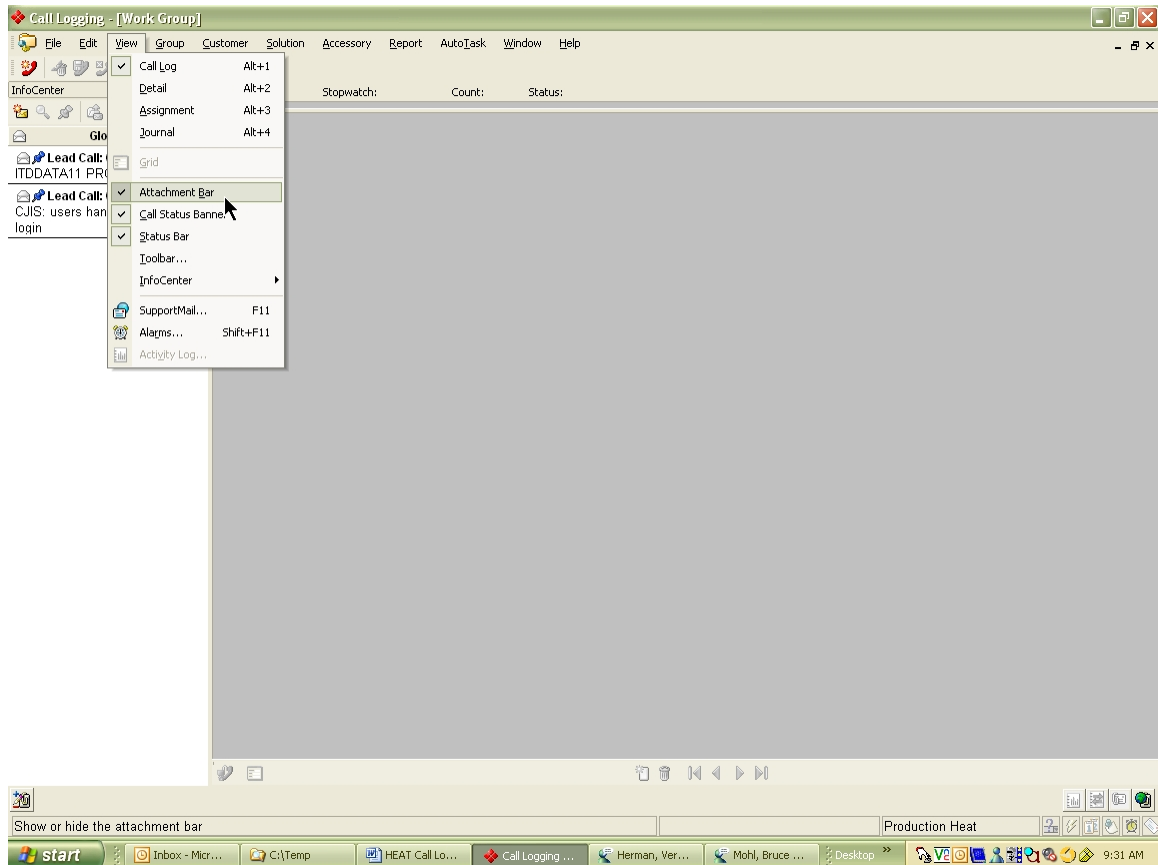
Journal Type:	Resolution not acceptable
---------------	---------------------------

Entered by: go12 12/05/2005 08:20:47am

Using Attachments

Any file(s) can be added to a Heat ticket, which in turn can be viewed by anyone who has access to that ticket. Deleting of attachments can only be done by the Service Desk.

To use Attachments, you must first turn on the Attachment task bar in Call Logging. To do this, click on 'View' on top of the window, then click on 'Attachment Bar'. You should now see a checkmark next to 'Attachment Bar' and see the Attachment task bar at the bottom of the Call Logging window.



To add an attachment, you must first go to the Heat ticket that you want the attachment added to, then click on the 'Display Attachment Bar Menu' icon in the lower left corner of the Call Logging window, then click on 'Add Attachment'.

Call Logging - [Big Dogs (B) - 1 of 1]

File Edit View Group Customer Solution Accessory Report AutoTask Window Help

InfoCenter x Call ID: 00249036 Stopwatch: 0:26:23 Count: 1 Status: Open

Global

Lead Call: 002587
Fin - Fixed Asset
"error occurred"

Cust ID # 701 328-6230
F/L Name ROD PEGORS
Location 3303 E MAIN - BRICK BLD WEST OF PEN
City BISMARCK State ND
Department Department of Corrections & Rehabilitation Dept # 5300
Division
E-mail rpegors@state.nd.us

Other Contact Info:
Name
Phone () - Ext
Location
E-mail

Category: Web Systems Impact: Medium Restricts ability to conduct business
Call Type: Work Management System Urgency: Medium Need resolution in near future
Sub-Call Type: Priority: 3
Referred by: Issue:

Incident as reported by customer
wms login issue. See journal.

Resolution sent to customer
Melanni Hoff has submitted service requests in the past - so was a part of the correct group upon set up. The last request submitted was 10/28/2004. The issues mentioned in the Journal from Al Veit (he said that sometimes wms does not update the member in the group. 'idappsgrp') was resolved earlier in the year - so should not have been an issue with this account. Ticket was left open to see if there were any other issues with request submittals-doesn't appear to

Received By: ahoesel 10/24/2005 01:31:08pm Escalated to Level: 2
Modified By: pdosch 02/10/2006 06:50:54am Survey received on: / /
Closed By: / / Original Priority: 3
Override Recv Date: / /
Override Close Date: / /

Call Log Detail (0) Assignment (2) Journal (3)

login/security

Add Attachment...
Edit Attachment...
Remove Attachment...

Test Heat

Call Logging - [Big Do... Desktop 9:14 AM

Enter the text you want on the button in the description field, then browse to the file you want to add, and then click OK. Do NOT remove the checkmark from 'Copy Attachment', doing so will place the attachment on your pc and not the server.

Call Logging - [Big Dogs (B) - 1 of 1]

File Edit View Group Customer Solution Accessory Report AutoTask Window Help

InfoCenter x Call ID: 00249036 Stopwatch: 0:26:23 Count: 1 Status: Open

Global

Lead Call: 002587
Fin - Fixed Asset
"error occurred"

Cust ID #: 701 328-6230
F/L Name: ROD PEGORS
Location: 3303 E MAIN - BRICK BLD WEST OF PEN
City: BISMARCK State: ND
Department: Department of Corrections & Rehabilitation Dept #: 5300
Division:
E-mail: rpegors@state.nd.us

Other Contact Info:
Name:
Phone: () - Ext:
Location:
E-mail:

Category: Web Systems Impact: Medium Restricts ability to conduct business
Call Type: Work Management System Urgency: Medium Need resolution in near future
Sub-Call Type:
Referred by:

Incident as reported
wms login issue. S

Enter New Attachment Information for Call ID #00249036

Description: Problem ☒ Copy Attachment
File Name: c:\temp\readme.txt
Buttons: OK, Cancel, Browse..., Help

Resolution sent to customer

Melanni Hoff has submitted service requests in the past - so was a part of the correct group upon set up. The last request submitted was 10/28/2004. The issues mentioned in the Journal from Al Veit (he said that sometimes wms does not update the member in the group...'itdappsgp') was resolved earlier in the year - so should not have been an issue with this account. Ticket was left open to see if there were any other issues with request submittals-doesn't appear to

Received By: ahoesel 10/24/2005 01:31:08pm Escalated to Level: 2
Modified By: pdosch 02/10/2006 06:50:54am Survey received on: / /
Closed By: / / Original Priority: 3
Override Recv Date: / /
Override Close Date: / /

Call Log Detail (0) Assignment (2) Journal (3)

login/security

Test Heat

start Call Logging - [Big Do... Desktop 9:15 AM

You should now see the button in the Attachment task bar that you just added.
Click on the button to view the Attachment.

The screenshot shows the 'Call Logging - [Big Dogs (B) - 1 of 1]' application window. The interface includes a menu bar (File, Edit, View, Group, Customer, Solution, Accessory, Report, AutoTask, Window, Help), a toolbar, and a status bar. The main content area is divided into several sections:

- InfoCenter:** Displays 'Call ID: 00249036', 'Stopwatch: 0:26:23', 'Count: 1', and 'Status: Open'.
- Global:** A sidebar with a 'Lead Call: 002587' and a message 'Fin - Fixed Asset "error occurred"'.
- Customer Information:** Fields for Cust ID # (701), F/L Name (ROD), Location (3303 E MAIN - BRICK BLD WEST OF PEN), City (BISMARCK), State (ND), Department (Department of Corrections & Rehabilitation), Division, and E-mail (rpegors@state.nd.us).
- Other Contact Info:** Fields for Name, Phone, Location, and E-mail.
- Call Details:** Category (Web Systems), Call Type (Work Management System), Sub-Call Type, Referred by, Impact (Medium), Urgency (Medium), Priority (3), and Issue.
- Incident as reported by customer:** A text area containing 'wms login issue. See journal.'
- Resolution sent to customer:** A text area containing a detailed resolution: 'Melanni Hoff has submitted service requests in the past - so was a part of the correct group upon set up. The last request submitted was 10/28/2004. The issues mentioned in the Journal from Al Veit (he said that sometimes wms does not update the member in the group...' itdappsgrp') was resolved earlier in the year - so should not have been an issue with this account. Ticket was left open to see if there were any other issues with request submittals-doesn't appear to'.
- Received/Modified/Closed By:** Fields for ahoesel, pdosch, and Closed By, with dates and times.
- Escalated to Level:** A dropdown menu set to 2.
- Survey received on:** A date and time field.
- Original Priority:** A dropdown menu set to 3.
- Override Recv Date:** A date and time field.
- Override Close Date:** A date and time field.

The bottom of the window features a task bar with buttons for 'Call Log', 'Detail (0)', 'Assignment (2)', and 'Journal (3)'. The Windows taskbar at the bottom shows the 'start' button, the application title 'Call Logging - [Big Do...', and the system clock '9:18 AM'.

Close a Heat ticket

Click on the Assignment tab on the bottom of the screen, go to the last assignment.
Click on the Resolved by: autofill button.

The screenshot displays the 'Call Logging' application window. The title bar reads 'Call Logging - [CallLog.CallStatus/open% - 186 of 187]'. The menu bar includes File, Edit, View, Group, Customer, Solution, Accessory, Report, AutoTask, Window, and Help. The status bar at the top shows 'Call ID: 00247532', 'Stopwatch: 0:12:51', 'Count: 1', and 'Status: Open'.

On the left is an 'InfoCenter' pane with a 'Global' section containing links for 'Lead Call: 00246368 ITDDATA11 PROBLEMS' and 'Lead Call: 00241979 CJIS: users hang after trying to login'.

The main area is divided into several sections:

- Customer Information:** Cust ID # 701, 328-2922. F/L Name: Gerald Olson. Location: Ground Floor J-WING. City: BISMARCK, State: ND. Department: ITD SUPPORT CENTER, Dept. #: 1120. Division: (empty). E-mail: golson@state.nd.us.
- Other Contact Info:** Name, Phone, Location, E-mail fields. An ITD logo is present.
- Assignment:** Assignee: Support Center (selected). Group: Support Center. Phone: (701) 328-4470. Cell Phone, Pager, and E-mail (idhelp@state.nd.us) fields are also present.
- Assignment Status:** A sub-section with the instruction 'Use the AutoFill button to acknowledge or resolve.' It contains a table with the following data:

Assigned by:	Date:	Time:
go12	10/11/2005	08:49:39am
Acknowledged by:	AutoFill	
go12	10/11/2005	09:00:10am
Resolved by:	AutoFill	

The bottom of the window features a taskbar with icons for 'Call Log', 'Detail (0)', 'Assignment (3)', and 'Journal (0)'. The Windows taskbar at the very bottom shows the 'start' button, open applications like 'Inbox - Microsoft Out...', 'C:\Temp', and 'HEAT Call Logging.do...', along with the system clock showing 9:00 AM.

Click on the Call Log tab on the bottom of the screen.

Type in your resolution information in the Resolution sent to customer field.

If you need to override the Close date and time you may enter that now, this should be used when you have worked on an incident while oncall or After Hours and you need to enter the appropriate Close date and time rather than the current date and time.

Click on the Quick Close icon.

The screenshot displays the 'Call Logging - [Big Dogs (B) - 1 of 1]' application window. The interface includes a menu bar (File, Edit, View, Group, Customer, Solution, Accessory, Report, AutoTask, Window, Help) and a toolbar with various icons. A status bar at the top shows 'Call ID: 00249036', 'Stopwatch: 0:26:23', 'Count: 1', and 'Status: Open'.

On the left, an 'InfoCenter' pane shows a 'Global' section with a 'Lead Call: 002587' and a message: 'Fin - Fixed Asset "error occurred"'. The main form area contains the following fields:

- Customer Information:** Cust ID # 701, 328-6230; F/L Name ROD PEGORS; Location 3303 E MAIN - BRICK BLD WEST OF PEN; City BISMARCK; State ND; Department Department of Corrections & Rehabilitation; Dept # 5300; Division; E-mail rpegors@state.nd.us.
- Other Contact Info:** Name, Phone () - , Ext, Location, E-mail.
- Call Details:** Category: Web Systems; Call Type: Work Management System; Sub-Call Type; Referred by; Impact: Medium; Urgency: Medium; Priority: 3; Issue.
- Incident as reported by customer:** A text area containing 'wms login issue. See journal.'
- Resolution sent to customer:** A text area containing 'Melanni Hoff has submitted service requests in the past - so was a part of the correct group upon set up. The last request submitted was 10/28/2004. The issues mentioned in the Journal from Al Veit (he said that sometimes wms does not update the member in the group...' itdappsgrp') was resolved earlier in the year - so should not have been an issue with this account. Ticket was left open to see if there were any other issues with request submittals-doesn't appear to'.
- History/Status:** Received By: ahoesel (10/24/2005 01:31:08pm); Modified By: pdosch (02/10/2006 06:50:54am); Closed By; Escalated to Level: 2; Survey received on: / /; Original Priority: 3; Override Recv Date: / /; Override Close Date: / /.

At the bottom, a 'Call Log' tab is active, showing a list of calls with columns for 'login/security' and 'Problem'. The 'Test Heat' button is visible on the right. The Windows taskbar at the bottom shows the 'start' button, the application window, and the system clock at 9:20 AM.

Running a Crystal report within Heat

*Note: Running a report in Heat is controlled by the Security Role that you have. If you do not see any reports and feel you should please contact the Service Desk.

Click on the Report pull down menu.

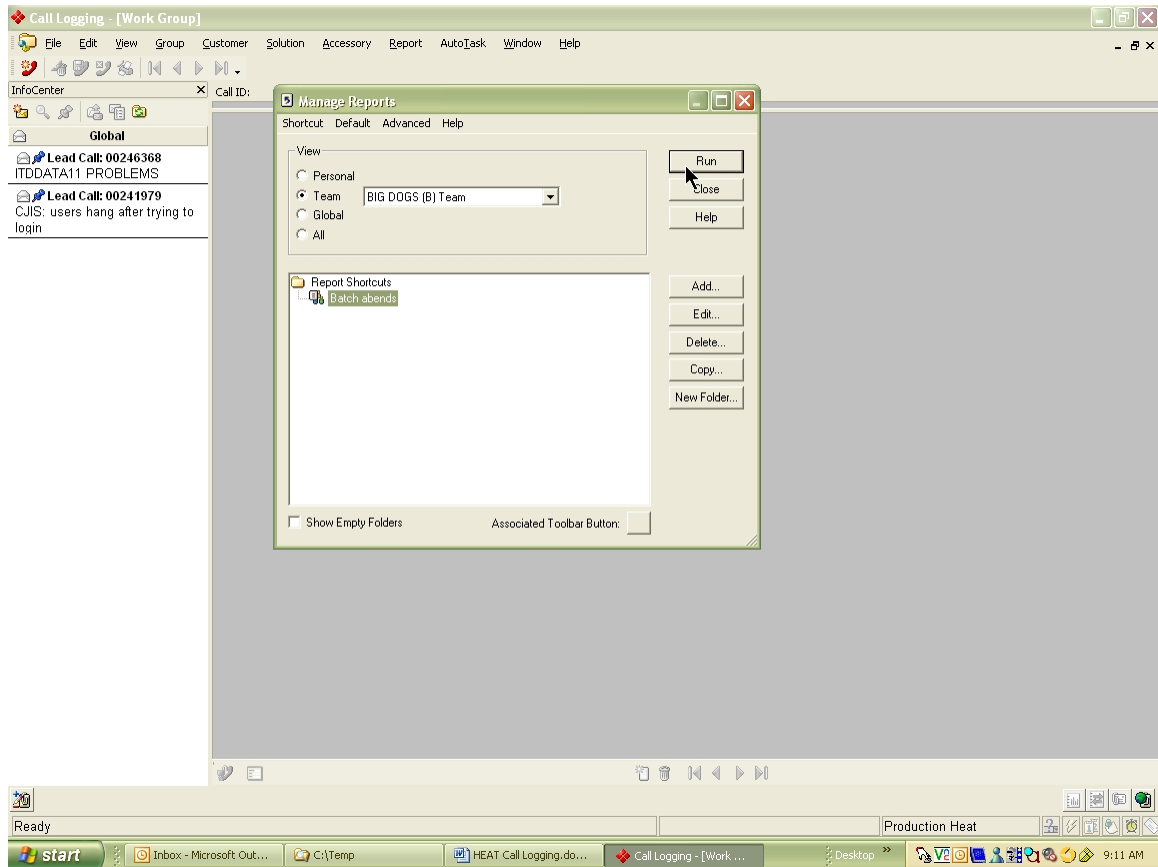
Click on Manage Reports.

The screenshot displays the 'Call Logging - [Big Dogs (B) - 1 of 1]' application window. The menu bar includes File, Edit, View, Group, Customer, Solution, Accessory, Report, AutoTask, Window, and Help. The 'Report' menu is open, showing options: Run Call Ticket Report (Ctrl+Alt+R), Manage Reports..., Run Crystal Report..., and Crystal Decisions Crystal Reports... The main form contains the following fields:

- Call ID: 00249036, Stopwatch: 0:26:23
- Customer Info: Cust ID # 701, 328-6230; F/L Name: ROD; Location: 3303 E MAIN - BRICK BLD WEST OF PEN; City: BISMARCK; State: ND; Department: Department of Corrections & Rehabilitation; Dept #: 5300; Division: ; E-mail: rpegors@state.nd.us
- Contact Info: Name: ; Phone: () - Ext: ; Location: ; E-mail: ;
- Category: Web Systems; Call Type: Work Management System; Sub-Call Type: ; Referred by: ; Impact: Medium; Urgency: Medium; Priority: 3; Issue: ;
- Incident as reported by customer: wms login issue. See journal.
- Resolution sent to customer: Melanni Hoff has submitted service requests in the past - so was a part of the correct group upon set up. The last request submitted was 10/28/2004. The issues mentioned in the Journal from Al Veit (he said that sometimes wms does not update the member in the group...'itdappsgrip') was resolved earlier in the year - so should not have been an issue with this account. Ticket was left open to see if there were any other issues with request submittals-doesn't appear to
- Received By: ahoesel, 10/24/2005, 01:31:08pm, Escalated to Level: 2
- Modified By: pdosch, 02/10/2006, 06:50:54am, Survey received on: / /
- Closed By: / /, Original Priority: 3, Override Recv Date: / /, Override Close Date: / /

The bottom of the window shows a taskbar with 'start', 'Call Logging - [Big Do...', and 'Desktop' buttons. The system clock indicates 9:30 AM.

Select the report from the list and click run.



*Note: Reports are stored with data, meaning what you see at first is data from an older run. You need to refresh the data by clicking on the lightning bolt icon. If there are parameters to be entered the program will ask for those at this time.

Call Logging - [Report - Batch abends]

File Edit View Group Customer Solution Accessory Report AutoTask Window Help

InfoCenter

Global

Lead Call: 00246368
ITDDATA11 PROBLEMS

Lead Call: 00241979
CJIS: users hang after trying to login

Preview Refresh

1 of 1+

powered by crystal

Ticket #	Job	Step
00194971	TX1J101	TX1065\$
<p>Call Description TX1J101 ABENDED IN STEP TX1065\$ WITH A U2747. ERROR = "" JOB ABORTED - BAD COMPLETION CODE""; ONCALL TO BIG D, VERN.</p> <p>Close Description It seems that the job abended because it did not get logged in correctly to natural. Maybe another job ran at the same time or something. I just restarted the job and it ran correctly.</p> <p>Journal Notes VERN CALLED BACK AND REQUESTED JOB BE RESTARTED ACCORDING TO RESTART INSTRUCTIONS. IT COMPLETED OK</p>		
00195508	TX1J301	TX102AS
<p>Call Description TX1J301 ABENDED IN STEP TX102AS WITH AN ERROR CODE OF \$122. ERROR = " + NO MATCH FOUND FOR FORM-YR 2004 AND FILE-STAT 1....@62 INVALID FIND IN TX710040-REC"; CANCELED WITH DUMP, HAS BACKOUTS.RESTORE,VERIFY. ONCALL</p> <p>Close Description One input record contained an invalid form year. I had database backout the files. I copied the production file to a test file and corrected the bad record. I also copied the JCL to my lib and set it up to use the test file. I had operations run verify on tx102050, run the restore job (tx1j181), restart outside of opo using the JCL in my lib DK12.DEV.JCL(TX1J301), and force complete once the job completed successfully.</p> <p>Journal Notes Steve called and had me run verify on tx102050 and restore (tx1j181) which completed successfully. I restarted DK12.DEV.JCL(TX1J301) from his library and it completed ok. FC the on in abend Q after checking condition codes.</p>		
00229253	TX1J301	TX102AS
<p>Call Description TX1J301 ABENDED IN STEP TX102AS WITH AN ERROR CODE OF \$122. CALLED ANETTE ZELLAR</p>		

Ready

Production Heat

start

Inbox - Microsoft Out...

C:\Temp

HEAT Call Logging.do...

Call Logging - [Report...

Desktop

9:16 AM

*Note: To make sure that the report has completed before printing make sure you click on the right arrow to force the program to show you the last page. Some reports have subreports that may not totally finish until you do this.

Call Logging - [Report - Batch abends]

File Edit View Group Customer Solution Accessory Report AutoTask Window Help

InfoCenter

Global

Lead Call: 00246368
ITDDATA11 PROBLEMS

Lead Call: 00241979
CJIS: users hang after trying to login

Preview

1 of 1+

Go to Last Page

Ticket #	Job	Step
00194971	TX1J301	TX1065S
<p>Call Description: TX1J301 ABENDED IN STEP TX1065S WITH A U2747. ERROR = "" JOB ABORTED - BAD COMPLETION CODE""; ONCALL TO BIG D, VERN.</p> <p>Close Description: It seems that the job abended because it did not get logged in correctly to natural. Maybe another job ran at the same time or something. I just restarted the job and it ran correctly.</p> <p>Journal Notes: VERN CALLED BACK AND REQUESTED JOB BE RESTARTED ACCORDING TO RESTART INSTRUCTIONS. IT COMPLETED OK</p>		
00195508	TX1J301	TX102AS
<p>Call Description: TX1J301 ABENDED IN STEP TX102AS WITH AN ERROR CODE OF \$122. ERROR = " + NO MATCH FOUND FOR FORM-YR 2004 AND FILE-STAT 1....@62 INVALID FIND IN TX710040-REC"; CANCELED WITH DUMP, HAS BACKOUTS.RESTORE,VERIFY. ONCALL</p> <p>PRIORITY:3 CustID:328-4327 Firstname:DEREK CallType:BATCH JOB NAME:TX1J301 STEP NAME:TX102AS ERROR CODE:\$122 Coord DEPT:Tax Dept ON CALL Y Assignee:BIG DOGS (B) CALL STATUS:Open Category:Operations</p> <p>Close Description: One input record contained an invalid form year. I had database backout the files. I copied the production file to a test file and corrected the bad record. I also copied the JCL to my lib and set it up to use the test file. I had operations run verify on tx102050, run the restore job (tx1j181), restart outside of opo using the JCL in my lib DK12.DEV.JCL(TX1J301), and force complete once the job completed successfully.</p> <p>Journal Notes: Steve called and had me run verify on tx102050 and restore (tx1j181) which completed successfully. I restarted DK12.DEV.JCL(TX1J301) from his library and it completed ok. FC the on in abend Q after checking condition codes.</p>		
00229253	TX1J301	TX102AS
<p>Call Description: TX1J301 ABENDED IN STEP TX102AS WITH AN ERROR CODE OF \$122. CALLED ANETTE ZELLAR</p>		

Ready

Production Heat

start

Inbox - Microsoft Out...

C:\Temp

HEAT Call Logging.do...

Call Logging - [Report...

Desktop

9:14 AM

You can now view the report, print the report or by clicking on the envelope icon next to the lightning bolt you can export a .pdf file of the report.

Call Logging - [Report - Batch abends]

File Edit View Group Customer Solution Accessory Report AutoTask Window Help

InfoCenter

Global

Lead Call: 00246368
ITDDATA11 PROBLEMS

Lead Call: 00241979
CJIS: users hang after trying to login

Preview Export Report

1 of 1+

powered by crystal

Ticket #	Job	Step
00194971	TX1J101	TX1066S
Call Description TX1J101 ABENDED IN STEP TX1066S WITH A U2747. ERROR = "" JOB ABORTED - BAD COMPLETION CODE "" ONCALL TO BIG D, VERN.		
Close Description It seems that the job abended because it did not get logged in correctly to natural. Maybe another job ran at the same time or something. I just restarted the job and it ran correctly.		
Journal Notes VERN CALLED BACK AND REQUESTED JOB BE RESTARTED ACCORDING TO RESTART INSTRUCTIONS. IT COMPLETED OK		
00195508	TX1J301	TX102AS
Call Description TX1J301 ABENDED IN STEP TX102AS WITH AN ERROR CODE OF S122. ERROR = " * NO MATCH FOUND FOR FORM-YR 2004 AND FILE-STAT 1...@62 INVALID FIND IN TX10040-REC". CANCELED WITH DUMP, HAS BACKOUTS.RESTORE,VERIFY. ONCALL		
Close Description One input record contained an invalid form year. I had database backup the files. I copied the production file to a test file and corrected the bad record. I also copied the JCL to my lib and set it up to use the test file. I had operations run verify on tx102050, run the restore job (tx1j181). restart outside of opo using the JCL in my lib DK12.DEV.JCL(TX1J301), and force complete once the job completed successfully.		
Journal Notes Steve called and had me run verify on tx102050 and restore (tx1j181) which completed successfully. I restarted DK12.DEV.JCL(TX1J301) from his library and it completed ok. FC the on in abend Q after checking condition codes.		
00229263	TX1J301	TX102AS
Call Description TX1J301 ABENDED IN STEP TX102AS WITH AN ERROR CODE OF S122. CALLED ANETTE ZELLAR		

Ready

Production Heat

start

Inbox - Microsoft...

C:\Temp

HEAT Call Loggin...

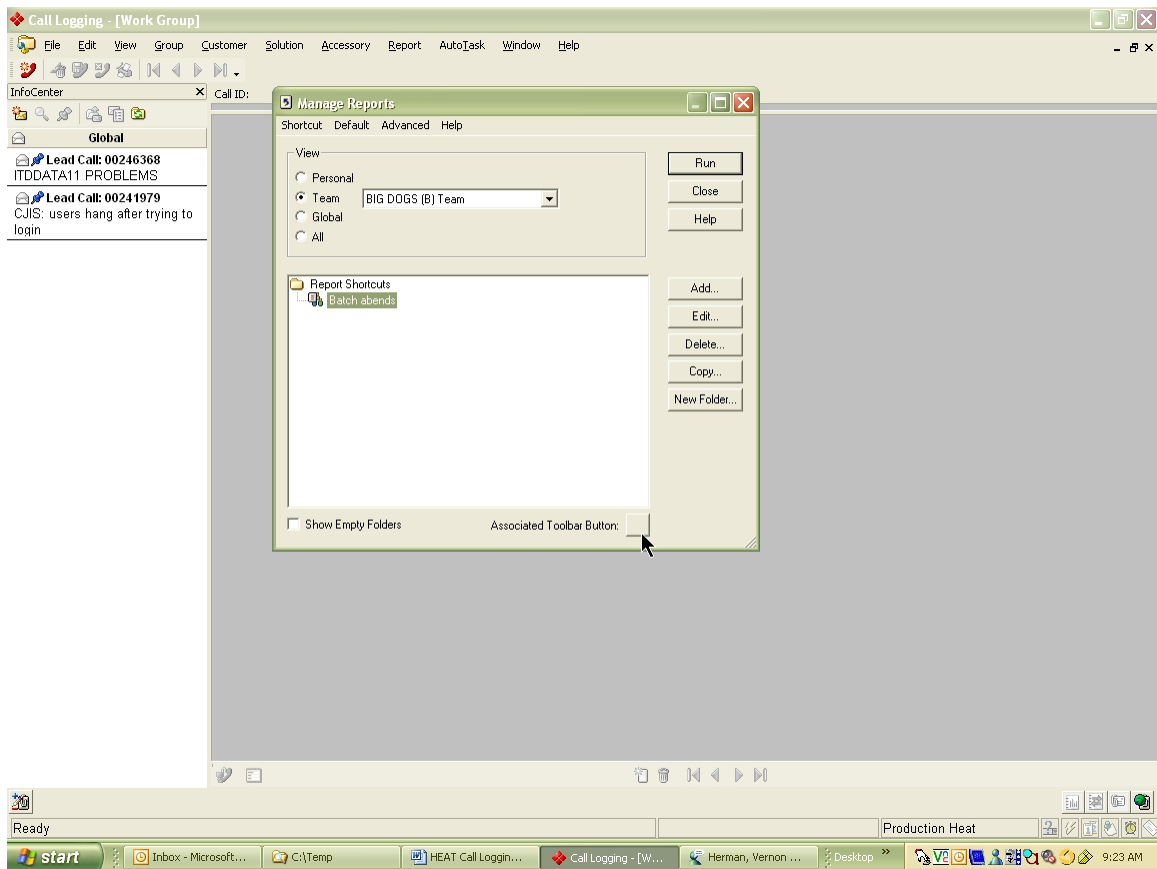
Call Logging - [R...

Herman, Vernon ...

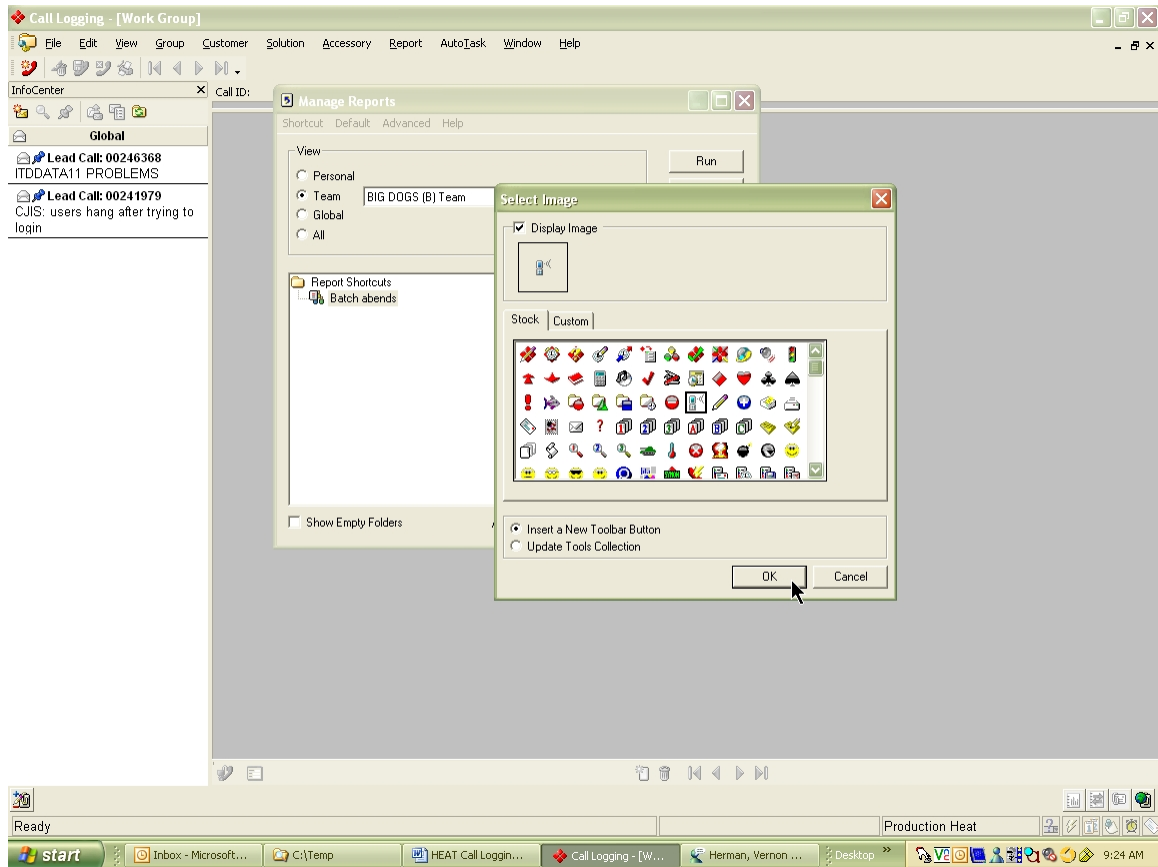
Desktop

9:20 AM

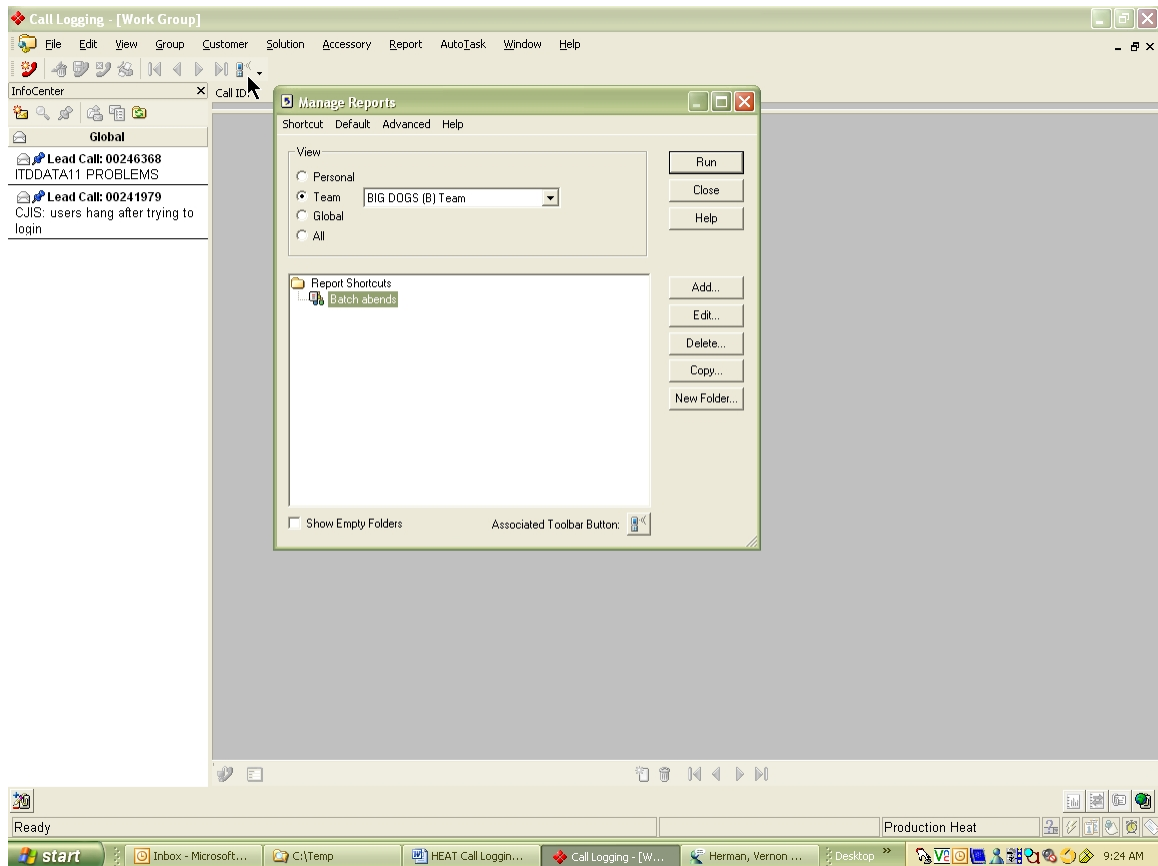
If you print this report often you can create a shortcut to that report by:
After you select the report
Click on associated toolbar button



Select an icon
Click ok



Now you can just click on the icon in the toolbar each time to start the report.



To close the report just click on the lower X in the upper right corner of the screen.

Call Logging - [Report - Batch abends]

File Edit View Group Customer Solution Accessory Report AutoTask Window Help

InfoCenter

Global

Lead Call: 00246368
ITDDATA11 PROBLEMS

Lead Call: 00241979
CJIS: users hang after trying to login

Preview

Ticket #	Job	Step
00194971	TX1J301	TX1665S
Call Description	TX1J301 ABENDED IN STEP TX1665S WITH A U2747. ERROR = "" JOB ABORTED - BAD COMPLETION CODE"", ONCALL TO BIG D, VERN.	
Close Description	It seems that the job abended because it did not get logged in correctly to natural. Maybe another job ran at the same time or something. I just restarted the job and it ran correctly.	
Journal Notes	VERN CALLED BACK AND REQUESTED JOB BE RESTARTED ACCORDING TO RESTART INSTRUCTIONS. IT COMPLETED OK.	
00196508	TX1J301	TX102AS
Call Description	TX1J301 ABENDED IN STEP TX102AS WITH AN ERROR CODE OF S122. ERROR = "" NO MATCH FOUND FOR FORM-YR 2004 AND FILE-STAT 1...@62 INVALID FIND IN TX10040-REC". CANCELED WITH DUMP, HAS BACKOUTS, RESTORE, VERIFY. ONCALL	
	PRIORITY:3 CustID:328-4327 Firstname:DEREK CallType:BATCH JOB NAME:TX1J301 STEP NAME:TX102AS ERROR CODE:S122 Coord DEPT:Tax Dept ON CALL-Y Assignee:BIG D DGS (B) CALL STATUS:Open Category:Operations	
Close Description	One input record contained an invalid form year. I had database backup the files. I copied the production file to a test file and corrected the bad record. I also copied the JCL to my lib and set it up to use the test file. I had operations run verify on tx102050, run the restore job (tx1j181), restart outside of opo using the JCL in my lib DK12.DEV.JCL(TX1J301), and force complete once the job completed successfully.	
Journal Notes	Steve called and had me run verify on tx102050 and restore (tx1j181) which completed successfully. I restarted DK12.DEV.JCL(TX1J301) from his library and it completed ok. FC the on in abend Q after checking condition codes.	
00229253	TX1J301	TX102AS
Call Description	TX1J301 ABENDED IN STEP TX102AS WITH AN ERROR CODE OF S122. CALLED ANETTE ZELLAR	

Production Heat

start | Inbox - Microsoft... | C:\Temp | HEAT Call Loggin... | Call Logging - [R... | Herman, Vernon ... | Desktop | 9:22 AM

Viewing Heat major issues

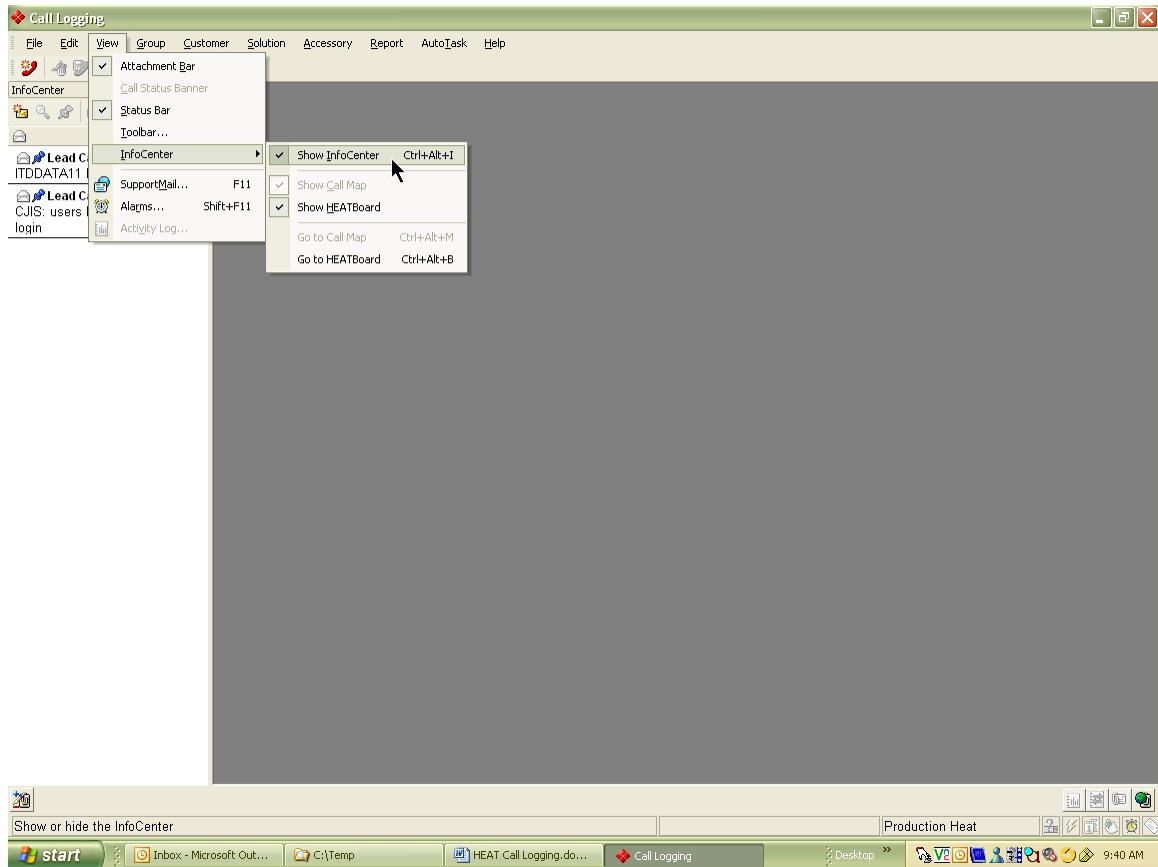
When the Service Desk determines that more than one call is related to a problem they will create an Issue using the Heatboard. These Issues will contain all Heat tickets with the same problem, when the Issue is resolved then all Heat tickets will be closed. To view an Issue you need to do the following steps:

Turn on InfoCenter

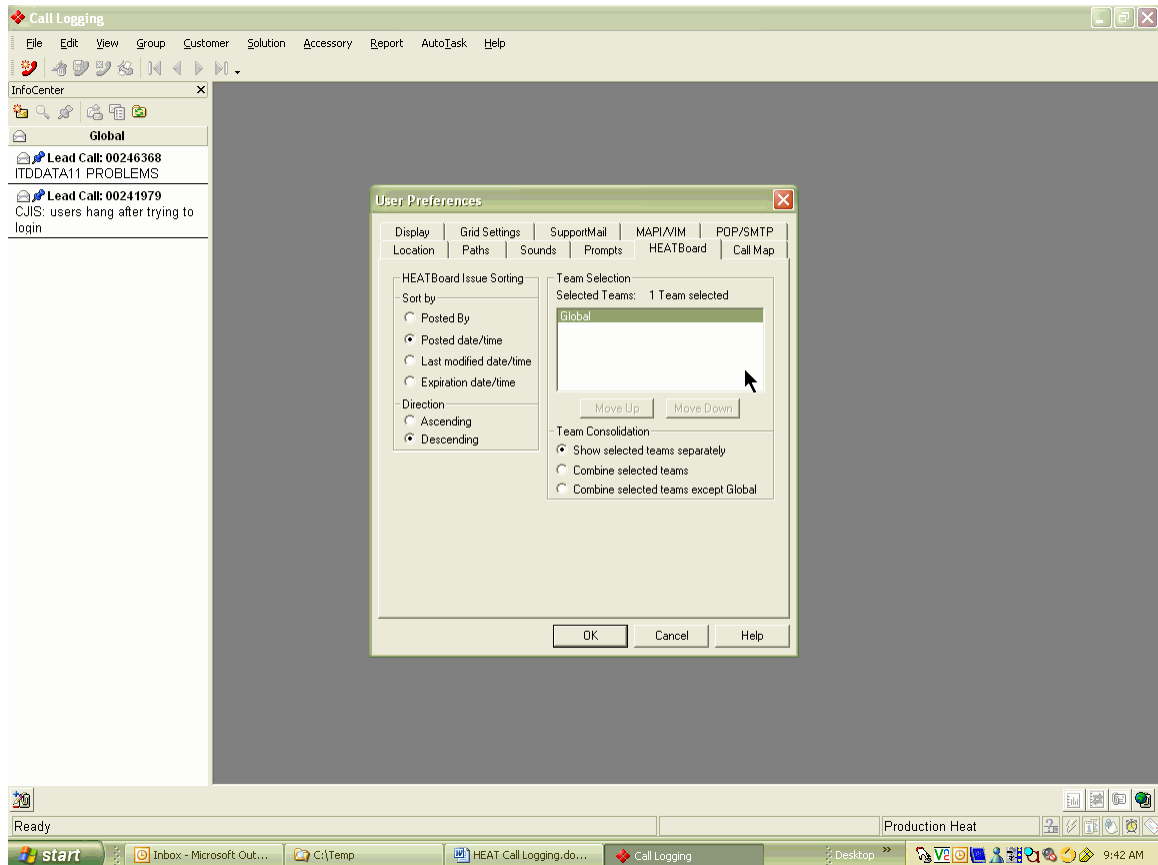
Click view

Click InfoCenter

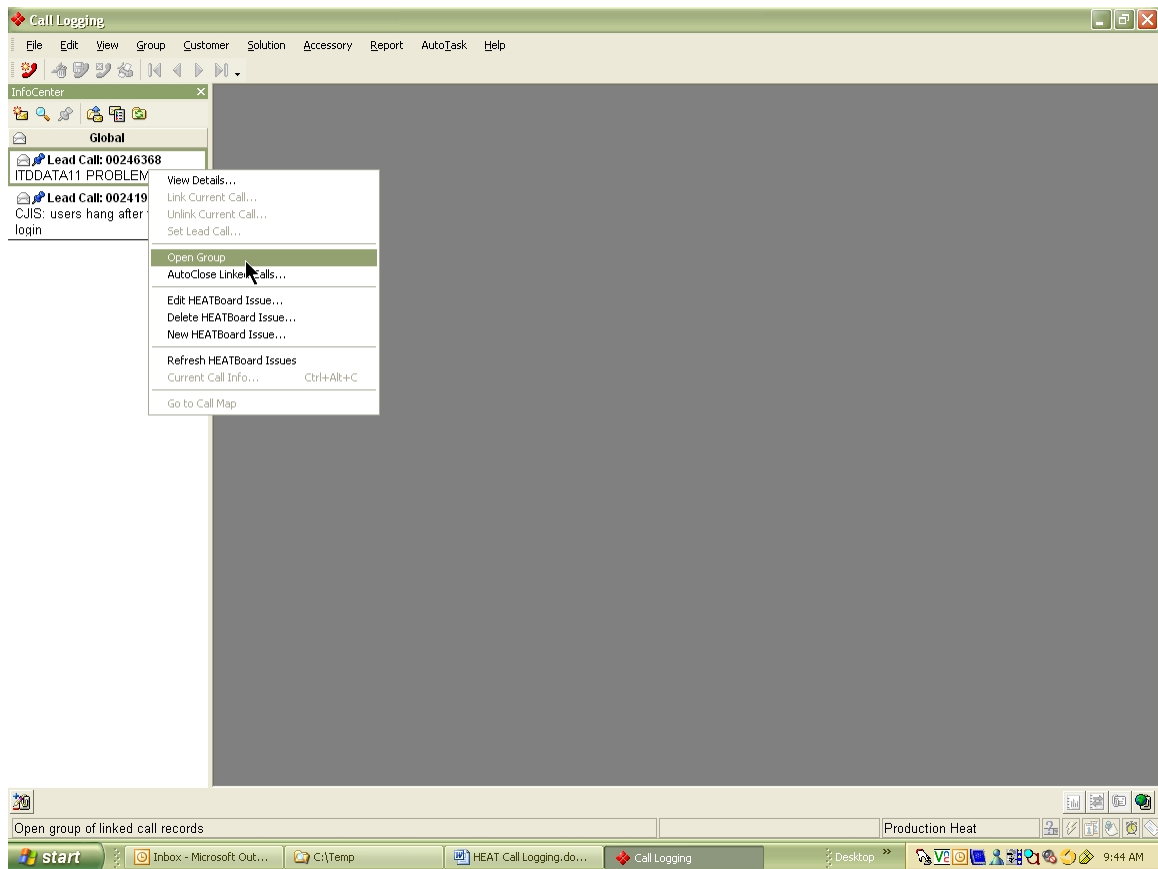
Click show InfoCenter



Modify Call Logging to view 'Global' HeatBoard issues only.
Click on 'edit'
Click on 'User Preferences'
Click on the HeatBoard tab
Highlight Global only
Sort by = posted date/time
Direction = descending
Team Consolidation = show selected teams separately.
Click ok



To see all incidents for an issue
Right click on the lead call within the Heatboard
Click open group



To refresh the HeatBoard issue list
Click on the refresh icon on the InfoCenter taskbar

Call Logging - [Big Dogs (B) - 1 of 1]

File Edit View Group Customer Solution Accessory Report AutoTask Window Help

InfoCenter Call ID: 00249036 Stopwatch: 0:26:23 Count: 1 Status: Open

Global
Lead Call: 00258775
Fin - Fixed Asset "error occurred"

Customer Information:
Cust ID #: 701 328-6230
F/L Name: ROD PEGORS
Location: 3303 E MAIN - BRICK BLD WEST OF PEN
City: BISMARCK State: ND
Department: Department of Corrections & Rehabilitation Dept #: 5300
Division:
E-mail: rpegors@state.nd.us

Other Contact Info:
Name:
Phone: () - Ext:
Location:
E-mail:

Call Details:
Category: Web Systems Impact: Medium Restricts ability to conduct business
Call Type: Work Management System Urgency: Medium Need resolution in near future
Sub-Call Type: Priority: 3
Referred by: Issue:

Incident as reported by customer:
wms login issue. See journal.

Resolution sent to customer:
Melanni Hoff has submitted service requests in the past - so was a part of the correct group upon set up. The last request submitted was 10/28/2004. The issues mentioned in the Journal from Al Veit (he said that sometimes wms does not update the member in the group... 'itdappsgrp') was resolved earlier in the year - so should not have been an issue with this account. Ticket was left open to see if there were any other issues with request submittals-doesn't appear to

Received By: ahoesel **10/24/2005** **01:31:08pm** **Escalated to Level:** 2
Modified By: pdosch **02/10/2006** **06:50:54am** **Survey received on:** / /
Closed By: / / **Original Priority:** 3 **Override Recv Date:** / / **Override Close Date:** / /

Call Log Detail (0) Assignment (2) Journal (3)

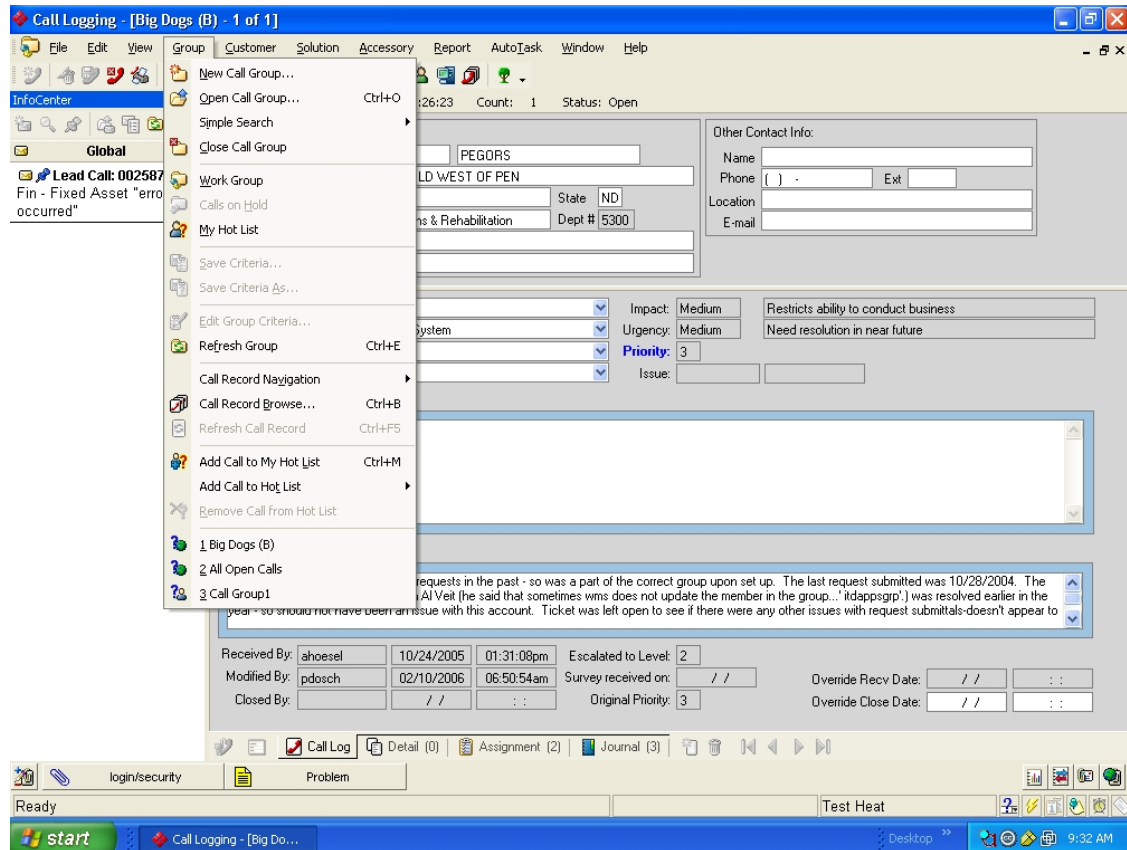
login/security Problem Test Heat

start Call Logging - [Big Do... Desktop 9:31 AM

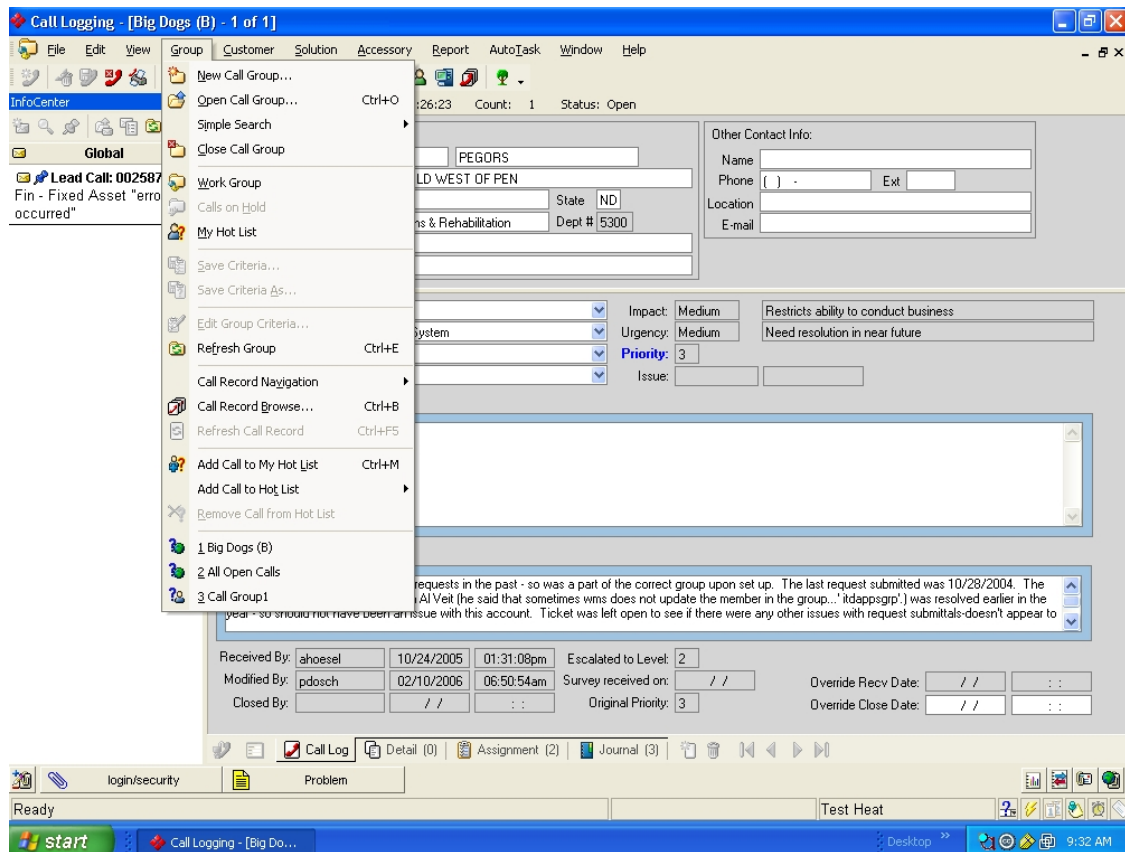
My Hot List usage

'My Hot List' is a tool to allow you to bookmark certain Heat tickets that you can call up at anytime. Adding & removing tickets from your Hot List does not effect the ticket in anyway.

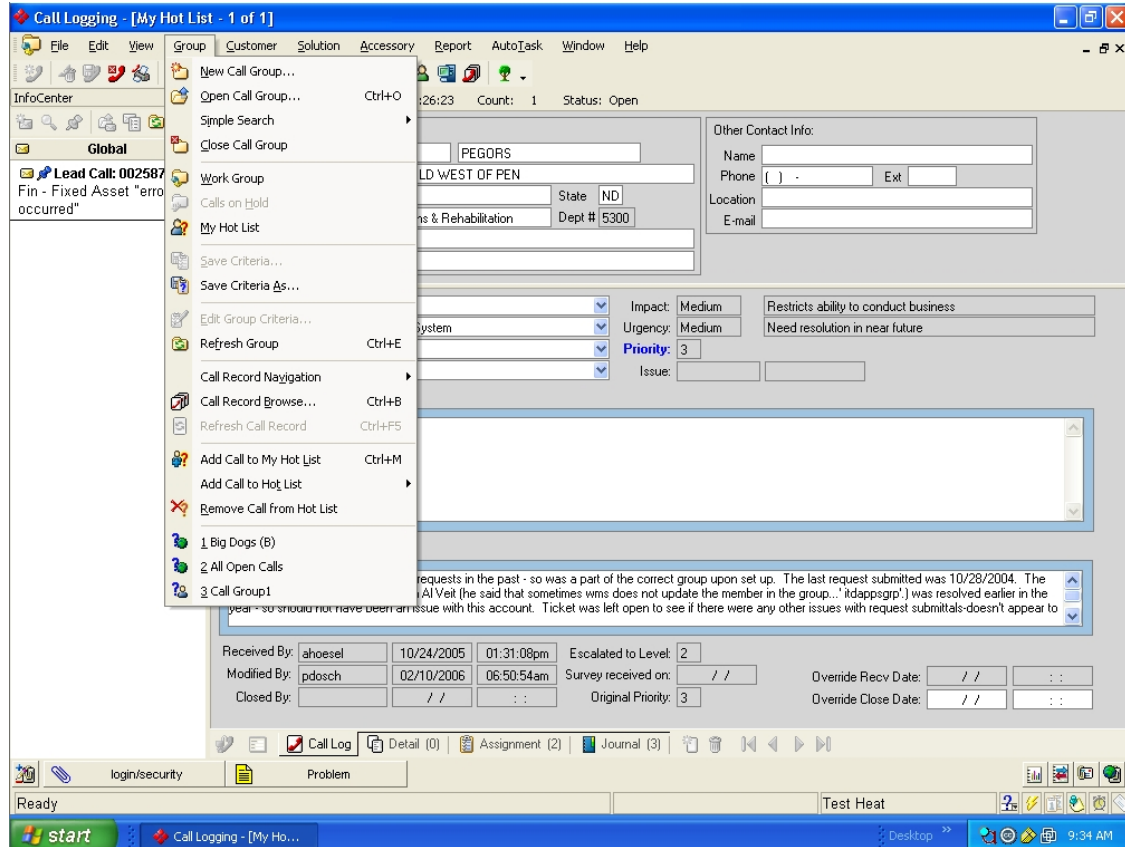
To add a ticket to your Hot List:
Go to the ticket you want to add.
Click on Group, from the menu bar.
Click on Add Call to My Hot List.
Click OK.



To view tickets in your Hot List:
Click on Group, from the menu bar.
Click on My Hot List.



To remove tickets from your Hot List:
 Click on Group, from the menu bar.
 Click on My Hot List.
 Scroll thru the Group to find the ticket you no longer want in your list.
 Click on Group, from the menu bar.
 Click on Remove Call from Hot List.
 Click on Ok



Tips & Tricks

Adding a shortcut icon to your toolbar...

Click on Manage Auto Tasks
Click on Team
Select the Autotask you want to run
Click on the Associated toolbar button
Select the icon you want to use
Click ok (you should now see the icon in your toolbar)
Click close

Removing unwanted icons on your toolbar...

*You must open the customize window first to do any work with icons...
Click on the downarrow at the end of the toolbar
Click on customize
Now drag and drop icons from your toolbar to the customize window
*you can get icons back or add new ones by reversing this order
*you can change the position of the icons by dragging & dropping
When you are done Click close

Adding a new toolbar

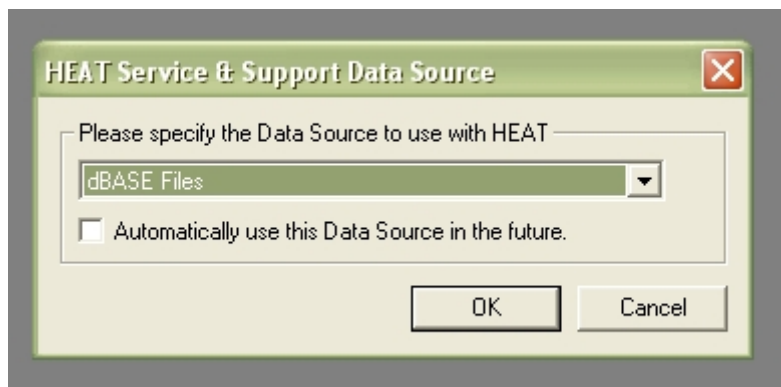
Click on the downarrow at the end of the toolbar
Click on customize
Click on toolbars
Click on new
Enter a name and click ok
Click and drag the toolbar to the top of the window
Click close

Changing the theme of Call Logging...

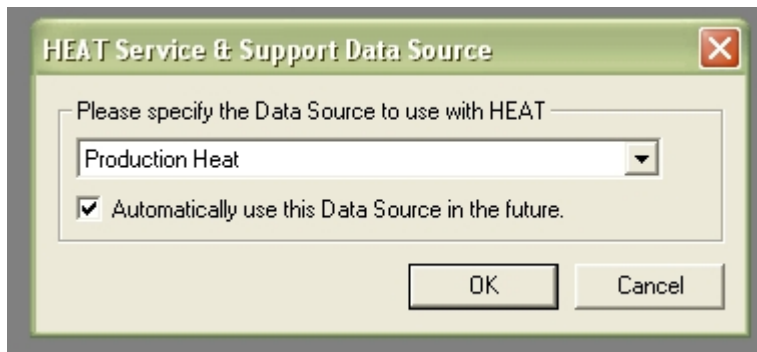
Click on the downarrow at the end of the toolbar
Click on customize
Click on the tab 'Themes'
Select the theme you want
Click apply
Click close

Problems Logging into Heat due to the DSN not selected or missing.

Two different issues can occur when you try to start Call Logging and you get the following screen.



First, click on the down arrow and select 'Production Heat'. If it is found, then checkmark 'Automatically use this Data Source in the future' and then click OK.



You should now be in Call Logging, and this window will not appear again.

**

If 'Production Heat' is not found then you need to create a system DSN. This is done by doing the following:

- Click on Start
- Click on Programs
- Click on Administrative Tools
- Click on Data Sources (ODBC)

Select the 'System DSN' tab

Click on Add

Scroll down and select 'SQL Server'

Click finish

Enter 'Production Heat' in the name field.

Enter 'itdsqpg1' in the Server field.

Click next

Click next

Place a checkmark in 'Change the default database to'

Make sure that the field below this shows 'HEAT'

Click next

Click finish

Click 'test datasource'

It should show 'successful', if not then you need to contact the Service Desk

Click ok

Click ok

Click ok


Repeat the process to start Call Logging, selecting Production Heat and placing a checkmark in 'use this datasource...'.
If you still cannot get in then contact the Service Desk

Heat Self Service

The Customer Problem Tracking System allows you to view tickets that you have created and are still open or they have been closed in the last 60 days.

To use this system you need to know the password assigned to you, please ask your IT coordinator for assistance.

Click on this url to go to the HSS login page <http://itdheat/heatselfservice/default/en-us>



Customer Problem Tracking System

Navigate This Site


- ▶ [Login](#)
- [Contact Us](#)
- [How do I](#)

Login (nnn-nnnn)
User ID
Password

Enter your User ID, which is your phone number in the format 555-1212

Enter the password supplied by your IT coordinator

Click Login



Customer Problem Tracking System

Navigate This Site

- ▶ [Home](#)
- [Profile Information](#)
- [Contact Us](#)
- [How do I](#)
- [Logout](#)

If you know the reference ID of the issue you want to view, enter the ID in the form below.
Reference ID:

Problem History

Below is a list of all **Open** Calls and **Closed** Calls you have reported in the past 60 days, starting with any Open Calls, followed by Closed Calls. You may view the details about a problem by clicking on the underlined text in the Problem # column.

Problem#	Status	Date	Description
00248545	Closed	10/19/2005	Cannot access any info like paycheck ,benefits etc.
00248396	Closed	10/17/2005	Unable to access server. This is a vmware session and I havn't used it for awhile, so it probably....
00246654	Closed	10/3/2005	I've installed v4.1.1 on ITD08407.itd.nd.gov but I cannot access the box. I have the same version installed....
00245838	Closed	9/26/2005	I am trying to install BIA Pro and it requires that I turn off Terminal Services, how do I do that?
00244484	Closed	9/13/2005	Tony, can you help me change the profile on the Heat BRM server sometime on Wednesday.
00243935	Closed	9/7/2005	JERRY CANNOT GET TO THE W:DRIVE.
00243606	Closed	9/6/2005	My startup script is still running, some of my drives are not mapped.

If any tickets for you are Open or Closed in the last 60 days you will now see a link to each of those. Click on the problem# to access each of the tickets. When you are done click on Logout to exit the system.

You can also see the information that we have on file for you by clicking on Profile Information. The Problem# and Reference ID: are the same field.


Issue Details - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites

Address http://itdheatst2/heatselfservice/default/en-us/CallTicket.aspx?CallID=00260641&RecordPositionCall=0&OpenCa... Go Google

Search 6 blocked



Customer Problem Tracking System

Navigate This Site

- Home
- Issue Details**
- Account Information
- Contact Us
- How do I
- Logout

If you know the reference ID of the issue you want to view, enter the ID in the form below.

Reference ID:

Lookup Issue

Issue: 00260641

< >

Cust ID # 701	777-2222	Other Contact Info:
F/A Name UND Help Desk		Name UND Help Desk
Location		Phone 777-2222 Ext
City Grand Forks	State ND	Location UND
Department University of North Dakota	Dept # Z300	E-mail itss.help@mail.und.nodak.edu
Division		
E-mail ITSS_Help@mail.und.nodak.edu		

Category: ConnectND	Impact:
Call Type: Human Resources	Urgency:
Sub-Call Type: Production NDHP	Priority: 3
Referred by:	Issue: Lead Call 000002156

Incident as reported by customer

Cperson: UND Help Desk
 Cphone: 777-2222
 Clocation: UND
 Cemail: itss.help@mail.und.nodak.edu
 Assignee: SUPPORT CENTER
 Call Type: REMEDY TRANSFER
 CustID: 777-2222

Resolution sent to customer

Received By: ATG 1/25/2006 1:43:18 PM Escalated to Level:

Last Modified By: ahoesel 1/25/2006 2:06:19 PM A survey was received on:

Closed By: Original Priority: 3

< >

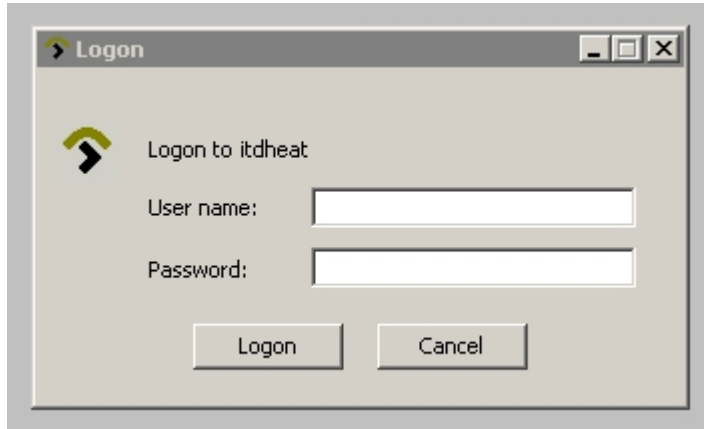
This page contains all the main information stored for this ticket, i.e. Customer data, Other contact data if available, Categorization of the incident, status, description of the incident, resolution of the incident. Clicking on Additional Notes will show you any notes with this incident, but due to sensitivity issues the actual text of that note will not be displayed.

iHeat Web Client

This web based client allows you access to Heat Call Logging but at the cost of speed. If you have the full client installed on your pc or the iHeat thin client those would be the preferred method of use. But if you are away from your desk and are behind the ND State firewall you can access your tickets via this tool.

Since this is a web based system, unified login will not work so you will be required to login twice, once to the database, the second time into the product. Please note the difference in passwords...

Click on the link <http://itdheat/iheat/javalogonsigned.html>

A screenshot of a Java-based login window titled "Logon". The window has a standard title bar with minimize, maximize, and close buttons. Inside the window, there is a small icon of a yellow arrow pointing right. To the right of the icon, the text "Logon to itdheat" is displayed. Below this, there are two text input fields. The first is labeled "User name:" and the second is labeled "Password:". At the bottom of the window, there are two buttons: "Logon" and "Cancel".

Enter your NDGOV userid & password then click 'Logon'.



The image shows a web-based login window titled "HEAT" in the top-left corner. The main header area has a blue background with the text "Call Logging" in a large, stylized font. Below this is the "HEAT" logo, which consists of the word "HEAT" in bold black letters followed by a graphic of a yellow diamond with an orange sphere in the center. Underneath the logo is the text "Service & Support™". A copyright notice at the bottom of the header reads: "Copyright© 2004 FrontRange Solutions Inc. For more information, please see Help About." The login section has a light gray background. It contains two input fields: "User ID:" with the text "golson" and "Password:" with "xxxxx". To the right of these fields is a box labeled "System Information" containing the text: "Data Source: Production Heat", "Administrator: Jerry Olson", and "Email: golson@state.nd.us". At the bottom right are "OK" and "Cancel" buttons.

HEAT

Call Logging

HEAT

Service & Support™

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For more information, please see Help About.

User ID:
golson

Password:
xxxxx

System Information

Data Source: Production Heat
Administrator: Jerry Olson
Email: golson@state.nd.us

OK Cancel

Enter your NDGOV userid & the password 'heat' in lower case. Then click 'OK'
Access at this point is no different than if you were running the full client, just remember that this process is very slow and should be used only when needed.

When exiting the web client please click on File and Exit for iHeat first before closing the browser window.